

# Alan Trapenard

La Jolla, CA 92037

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+1 310 408 5105

Dedicated worker

Thrives in a community atmosphere

Adaptable

Works well in a fast paced environment

#readytowork

Authorized to work in the US for any employer

## Work Experience

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### **Team Member**

Mendocino Farms - La Jolla, CA

August 2021 to Present

Providing detail oriented and efficient customer service to provide the customer with the most enjoyable experience possible

Handling customer correspondence over the phone and email

Handling all outgoing food for both online delivery/pickup orders and in person enjoyment

Operated POS for a variety of different purposes

### **Sound Designer**

self-employed - La Jolla, CA

February 2017 to Present

Contracted sound designer working with a variety of companies from dance studios to theaters to provide all sound design and engineering needs.

Currently working with:

Ooh La La Dance Academy for the Burlesque Entertainment Nights

### **Customer Service Representative**

Teuscher Chocolates - La Jolla, CA

July 2020 to January 2022

Providing detail oriented and efficient customer service to provide the customer with the most enjoyable experience possible.

Handling incoming and outgoing shipments.

Handling customer correspondence over the phone and email.

Working with extreme care and precision to make sure all boxes are made to perfectionist standards.

Operated POS.

Managed the store alone every shift as only one employee would work per shift with no superior present most days.

## **Lighting Designer**

Self Own Business - La Jolla, CA

August 2015 to November 2019

Provided direct lighting services to Theater lessees including Ooh Lah Lah dance Academy and Rock the Choir. Opened and closed for the theater at Parker Auditorium at La Jolla High School.

## **Customer Service Representative**

CVS Health Retail - La Jolla, CA

April 2019 to October 2019

Provided customer assistance, operated POS Systems, received and redirected phone calls as necessary, stocked shelves, rotated merchandise, cleaned and organized store, assisted customers in locating items or processing Raincheck orders.

## Education

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### **Bachelor's in Cognitive Science with an Emphasis in Machine Learning and Neural Computation**

University of California-San Diego - La Jolla, CA

September 2019 to Present

### **High school**

La Jolla High School - La Jolla, CA

August 2015 to June 2019

## Skills

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- Microsoft Word (4 years)
- Sales (3 years)
- Customer Service (3 years)
- Bilingual
- Customer Support
- HTML5 (1 year)
- CSS (1 year)
- Java (2 years)
- JavaScript (2 years)
- Python (3 years)
- React (1 year)

## Languages

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- Portuguese - Expert
- Spanish - Intermediate
- English - Expert

## Certifications and Licenses

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### Food Handler Certification

#### Assessments

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##### **Verbal Communication — Expert**

February 2019

Measures a candidate's ability to effectively convey information when speaking.

Full results: [Expert](#)

##### **Written Communication — Highly Proficient**

February 2019

Measures a candidate's ability to convey written information using proper grammar rules.

Full results: [Highly Proficient](#)

##### **Front Desk Agent (Hotel) — Expert**

June 2020

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Expert](#)

##### **Food Safety — Familiar**

June 2020

Proper food handling, storage, and equipment use for preventing the spread of foodborne illness.

Full results: [Familiar](#)

##### **Retail Customer Service — Proficient**

June 2020

Comprehending and responding to retail customer needs.

Full results: [Proficient](#)

##### **Customer Focus & Orientation — Proficient**

June 2020

Responding to customer situations with sensitivity

Full results: [Proficient](#)

##### **Customer Service — Highly Proficient**

June 2020

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.